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# Attractive Roadsides

*Tangible Result Driver – Don Hillis,  
Director of Operations*

An enjoyable transportation experience includes more than a smooth surface – motorists expect to see roadsides free of litter and debris, well-managed and maintained grass and other vegetation and other attractive enhancements. MoDOT works to meet and exceed expectations for roadsides. Beautiful roadsides are visible proof that MoDOT takes pride in everything it does.



## Attractive Roadsides

### *Number of hours of litter pickup by MoDOT staff and incarcerated crews*

**Results Driver:** Don Hillis, Director of Operations

**Measurement Driver:** Stacy Armstrong, Roadside Management Supervisor

**Purpose of the Measure:**

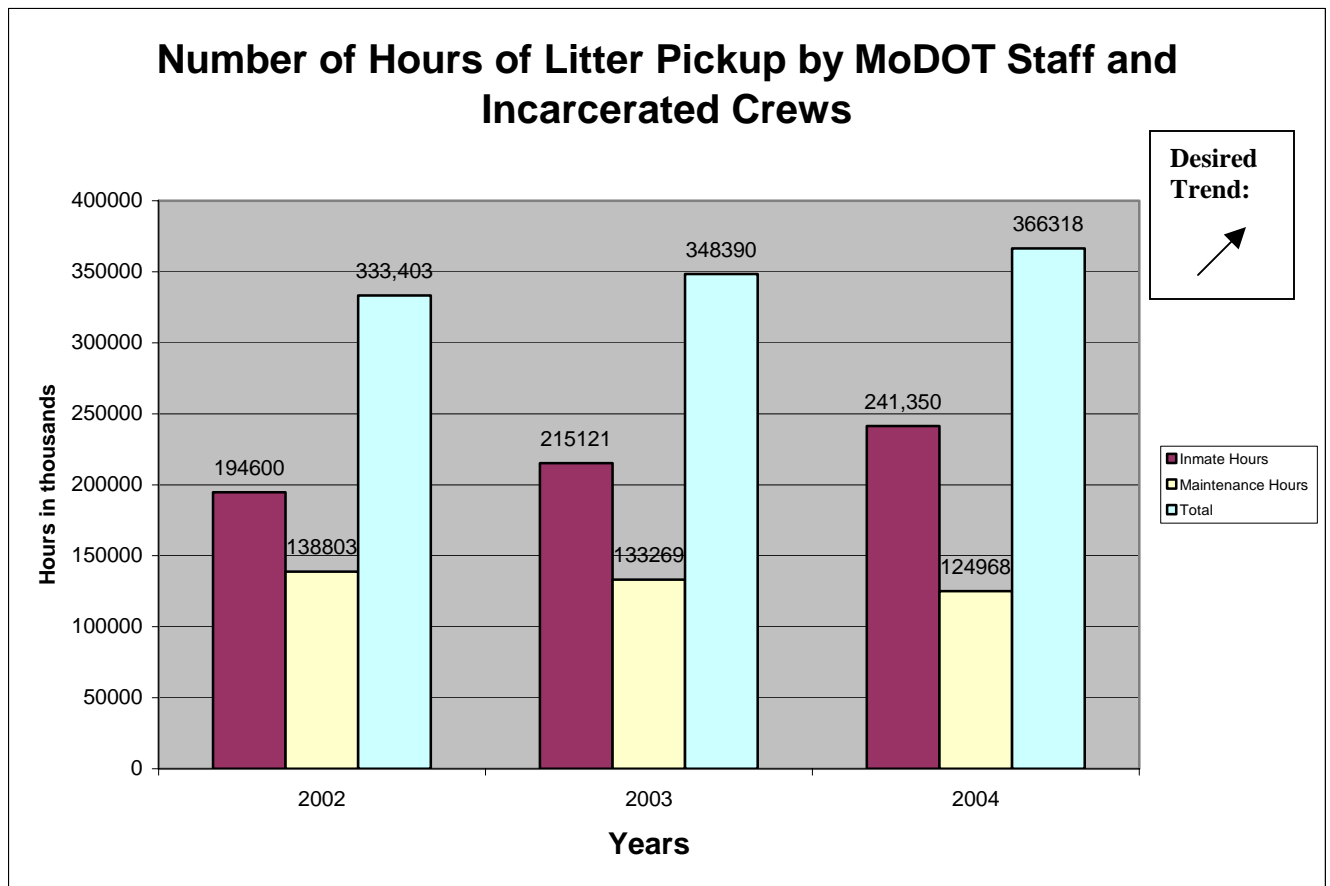
This measure tracks how much time and effort is spent picking up litter.

**Measurement and Data Collection:**

MoDOT labor hours spent on this function are already tracked. The time spent on this activity by incarcerated personnel is only captured by the amount of time spent by the MoDOT employee responsible for overseeing their efforts. For data points we used the average number of inmates per supervisor times the number of hours devoted to litter removal.

**Improvement Status:**

As hours spent by incarcerated crews have risen on this task, hours spent by MoDOT personnel have decreased. This indicates maintenance personnel are freed up to work on other functions.



## Attractive Roadsides

### *Number of miles in Adopt-A-Highway program*

**Results Driver:** Don Hillis, Director of Operations

**Measurement Driver:** Stacy Armstrong, Roadside Management Supervisor

#### **Purpose of the Measure:**

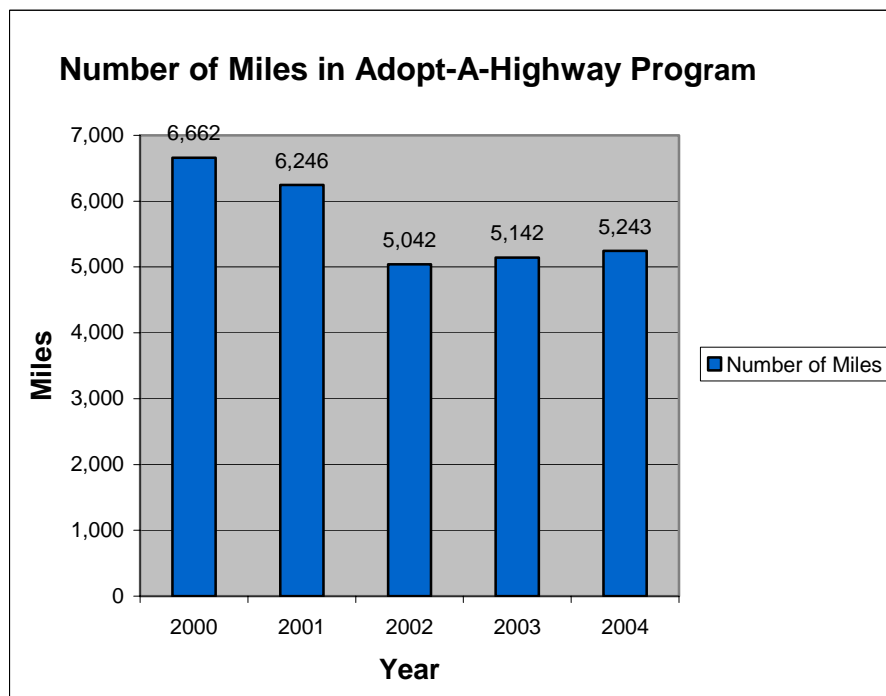
This measure tracks public involvement in taking care of Missouri's roadsides through the Adopt-A-Highway program. Adopters agree to pick up litter on a designated section of roadway a minimum of four times a year. The volunteer efforts allow maintenance crews to do more critical activities and, at the same time, learn some of the challenges MoDOT faces.

#### **Measurement and Data Collection:**

Urban adoptions are for a minimum of one half mile and rural adoptions are for at least two miles. Miles are measured by the centerline, however the volunteers are responsible for both sides of the roadway. Adopters sign a 3-year agreement when they join the program. Adopter-related information is maintained in an Adopt-A-Highway database using Transportation Management System.

#### **Improvement Status:**

Missouri has one of the largest Adopt-A-Highway programs in the nation. The drop in miles adopted from 2001 to 2002 was due to a clean up of the database to remove groups that were no longer active. Growth from 2002 to 2004 is attributed to increased public awareness through mailings and promotional activities conducted in cooperation with Missouri Department of Conservation.



**Desired  
Trend:**



## Attractive Roadsides

### *Number of acres mowed*

**Results Driver:** Don Hillis, Director of Operations

**Measurement Driver:** Stacy Armstrong, Roadside Management Supervisor

#### **Purpose of the Measure:**

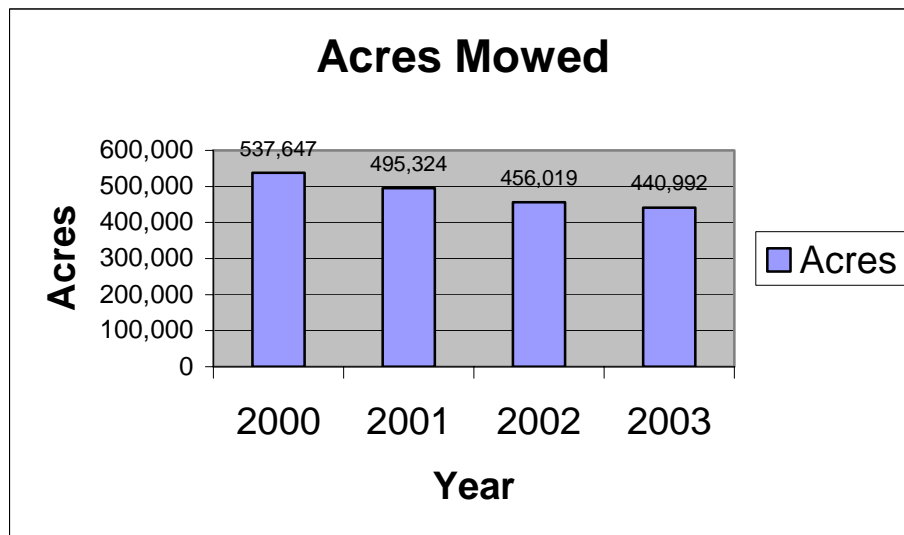
This measure tracks the number of roadside acres mowed. Tracking the number of acres mowed will allow the department to monitor the methods of managing Missouri roadsides and adjust methods as needed. The roadsides begin at the edge of the pavement and can vary in width from 30 feet to 300 feet or more depending on the location.

#### **Measurement and Data Collection:**

Currently, the number of acres mowed by the district maintenance crews is estimated and recorded in the crew reports. Mowing is usually done April through October. Statewide reports can be prepared from the crew reports. This measure does not include acres mowed by contract.

#### **Improvement Status:**

This data indicates that alternate methods (spraying, right plant in the right place, partnerships, etc.) are allowing the department to reduce mowing.



Data does not include acres mowed under contract.

**Desired  
Trend:**



## Attractive Roadsides

*Percent of roadsides that our customers feel are attractive*

**Results Driver:** Don Hillis, Director of Operations

**Measurement Driver:** Jim Carney, State Maintenance Engineer

**Purpose of the Measure:**

This measure will track the miles of roadside that meet our customer's expectation of attractive.

**Measurement and Data Collection:**

**Improvement Status:**

**Measure is Under  
Development**

## Attractive Roadsides

*Percent of customers who are satisfied with MoDOT's mowing along roadsides*

**Results Driver:** Don Hillis, Director of Operations

**Measurement Driver:** Jim Carney, State Maintenance Engineer

**Purpose of the Measure:**

This measure will help determine the percentage of customers who are satisfied with mowing along roadsides. The results could be used to determine if the current mowing policy and guidelines are appropriate or need to be changed.

**Measurement and Data Collection:**

**Improvement Status:**

**Measure is Under  
Development**